

DISC Style Tendencies

Observable Behaviors

D – High Dominance



- **Task Oriented**
- **Fast Pace**
- **Animated**
- **Extrovert – Talks to Think**
- **Embraces Change**
- **Decides Quickly**
- **Direct**
- **Urgent**
- **Wants to Win**
- **Assertive**
- **No Time for Details**
- **Bottom Line**
- **May Be Quick to Anger**

I – High Influencer



- **People Oriented**
- **Fast Pace**
- **Animated**
- **Extrovert – Talks to Think**
- **Embraces Change**
- **Decides Quickly**
- **Direct**
- **Optimistic**
- **Wants to Talk**
- **Upbeat**
- **Details Are Not Fun**
- **Motivates Others**
- **May Be Quick to Change**

S – High Steadiness



- **People Oriented**
- **Cautious Pace**
- **Introvert – Thinks Before Talking**
- **Resists Change**
- **Decides Cautiously**
- **Indirect**
- **Wants Details**
- **Neutral, But Warm**
- **Wants Limited Changed**
- **Good Listener**
- **Amiable**
- **Team Player**
- **May Be Quick to Agree**

C – High Compliance



- **Task Oriented**
- **Cautious Pace**
- **Introvert – Thinks Before Talking**
- **Resists Change**
- **Decides Cautiously**
- **Indirect**
- **Wants Details**
- **Neutral, Appears Distant**
- **Analytical**
- **Wants to Get it Right**
- **Precise**
- **Accuracy**
- **May Be Quick to See Mistakes**

DISC Style Communication Tips:

High D's want control, challenge, autonomy to make decisions & solve problems.

When in Conflict High D's, Can:

- Become aggressive & autocratic
- Create win/lose outcomes
- Refuse to bend
- Overpower with force

Be Sure To:

- Share the bottom-line first
- State points clearly, briefly
- Let them vent
- Give facts, be fast
- Be clear about rules & expectations
- Show your competence & independence
- No idle chatter or long stories
- Be prepared, share detail only as requested
- Support & maintain, don't direct or order

Key: "BE PREPARED. BE BRIEF. BE GONE."

High I's want others to be friendly, emotionally honest & want to be recognized for their contributions.

When in Conflict High I's, Can:

- Want to talk & must feel "heard"
- Gloss over tension initially
- Verbalize feelings impulsively
- Personally attack

Be Sure To:

- Ask for their opinion
- Let them talk/express/vent
- Share individual recognition publicly
- Don't be abrupt, cold or curt
- Allow time to socialize
- Provide big picture & limited details
- Follow-up about the details, in writing
- Ask specific questions if you want specific answers

Key: "LET THEM TALK THEMSELVES TO CLARITY."

High S's want others to be relaxed, agreeable, cooperative & appreciative.

When in Conflict High S's, Can:

- Avoid aggression
- Try to save relationships
- Accommodate or give-in
- Simmer beneath the surface

Be Sure To:

- Start with a personal comment
- Present your case in a non-threatening way
- Make sure they really are in agreement before moving on
- Use a logical, step-by-step approach
- Let them know how things will be done
- Give time & support to adapt to change

Key: "START PERSONAL, PROVIDE ASSURANCE, CHECK-IN OFTEN."

High C's want others to socialize less & focus on details, logic & accuracy.

When in Conflict High C's, Can:

- Strategize to "get-even"
- Resist passive-aggressively
- Overpower with logic & fact

Be Sure To:

- Prepare your case in advance
- Not force a rapid decision
- Minimize chit-chat, stick to business
- Avoid emotional appeals & ambiguity
- Provide facts, figures & logic
- Share/discuss specific expectations & deadlines
- Demonstrate loyalty
- Be precise and focused

Key: "USE LOGIC, GIVE THEM TIME & ALL OF THE DETAILS."